



**Mayor Jerry Sanders, City of San Diego
Mayor Cheryl Cox, City of Chula Vista**

FOR IMMEDIATE RELEASE

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FACT SHEET

**CHULA VISTA AND SAN DIEGO FIRE AND MEDICAL DISPATCH
SERVICES TO CONSOLIDATE MARCH 4TH**

***PARTNERSHIP WILL IMPROVE RESPONSE TIMES, REDUCE COSTS;
MAJOR STEP FORWARD IN REGIONAL COMMUNICATIONS***

Mayors of the region's two largest cities—San Diego and Chula Vista—today announced plans to consolidate fire and medical dispatch operations March 4. Chula Vista Mayor Cheryl Cox and San Diego Mayor Jerry Sanders characterized the new partnership as a major step forward in strengthening regional emergency communications.

Recently, Chula Vista opted to phase out its Fire Communications operation and contract out dispatch services to the City of San Diego. For Chula Vista, consolidation means an annual savings of \$700,000 a year and access to new technology that improves response times and emergency services to residents. Both cities will benefit by sharing resources including fire engines, ladder trucks, brush engines and personnel.

By merging dispatch operations, San Diego and Chula Vista have the advantage of instant communication, which means the elimination of delays that previously existed between fire dispatch centers. The new partnership reinforces the ability of both fire-rescue departments to respond immediately to day-to-day emergencies as well as major disasters.

San Diego Fire-Rescue Department's Communications Center is a well-established 9-1-1 call center with the staffing, experience and technology needed to provide state-of-the-art regional multi-agency Fire/Rescue and Emergency Medical Service communications. San Diego's Dispatch Center is the 27th in the world to become an "Accredited Center of Excellence" for Emergency Medical Dispatch (EMD) by the National Academies of Emergency Dispatch.

All dispatchers are cross-trained to handle both call taking and radio dispatching. There is a 24-hour uniformed presence in the Communications Center that ensures the operational needs of field units are continuously monitored and met.

FISCAL CONSIDERATION PAID BY CHULA VISTA TO SAN DIEGO

One-time cost for the installation of hardware, software and radio consoles:	\$360,000
FY08 costs for personnel (assuming a March 4, 2008, starting date:	<u>\$160,000</u>
Total amount of FY08 contract:	\$520,000
 Future contract value (per year, for the next five years)*:	 \$420,000

**This includes the cost of four full-time employee, benefited dispatchers (with salary, differential, overhead, and fringe), software maintenance fees for all computer interfaces, and on-going radio costs.*

CURRENT SAN DIEGO FIRE AND MEDICAL DISPATCH SERVICE

- Provides dispatch service to 47 fire stations within the City of San Diego and three fire stations in Poway, under an agreement like the one established with Chula Vista
- Dispatches approximately 108,500 incidents annually
- Processes nearly 140,000 emergency phone calls annually

CURRENT CHULA VISTA DISPATCH SERVICE

- Responds to 15,400 emergencies a year from nine fire stations
- Services 230,000 residents in a 52-square-mile area

TECHNOLOGY USED AT SAN DIEGO FIRE-RESCUE DEPARTMENT'S COMMUNICATIONS CENTER

- **Computer Aided Dispatch (CAD)** provides for a "tier one" system highly customizable to adjust to the changing needs of the agency.
- **Automatic Vehicle Location (AVL)** with dynamic live routing ensures that the closest, most appropriate unit is selected for the incident.
- **Mobile Data Computers (MDC) with Integrated Mapping** provides the unit with instant incident information and live CAD map routing. Units will receive turn-by-turn directions to the incident. Responding units will be able to see each other on the MDC map, potentially avoiding an accident. Additionally, units will be able to see who will be first-in to an incident. This means better customer service to internal and external customers. Units will get to incidents faster and more safely.
- **CAD Driven Incident Timers** alerts the dispatchers of key incident times (i.e. 20 minute clock) to notify the IC of predetermined time thresholds creating safer fire ground operations.
- **PRO Quality Assurance Emergency Medical Dispatch (PRO QA EMD) Software**, operated by San Diego, utilizes the exact same triage service currently employed by Chula Vista. The current practice of call downgrading and the three current levels of service will be maintained. San Diego's Medical Director, Dr. Jim Dunsford will support the EMD efforts.

- **Fire Records Management System (RMS)** allows for a closed record download to the existing **Firehouse RMS system** with no disruption to the current historical database.
- **Remote CAD** allows for CAD accessibility at special events or incident command posts. It allows for a remote dispatcher to handle all incidents related to an event without impacting the normal operation of the dispatch center, for example Mardi Gras, Rock and Roll Marathon, Street Scene and July 4th.
- **3 C's Project** (Communications Command and Control) video conferencing equipment is currently operational in the Communications Center, Fire Headquarters, Department Operations Center and the Shift Commander's Vehicle. Capabilities for helicopter downlinks and face-to-face meetings via this region-wide data link provide for increased communication during a major incident.

FUTURE TECHNOLOGY ENHANCEMENTS COMING TO SAN DIEGO'S COMMUNICATIONS CENTER

- **San Diego/American Emergency Response (AMR) Interface** – San Diego will add an AMR CAD interface so there is no delay in dispatching AMR and priority information is shared.
- **CAD Interoperability Project** - A regional CAD interface will eventually be implemented which will connect San Diego, Heartland, North Comm and Monte Vista. This will enhance quicker response to citizens and eliminate dispatch/ resource delays.